

## LANCASTER COUNTY VETERANS SERVICE CASE WORKER

### NATURE OF WORK

This is advanced human service work providing veterans services to qualified clients of Lancaster County.

Work involves responsibility for case management including assessment, planning, advocacy and follow-up; coordinating, managing and evaluating assigned services; networking with community agencies and developing outreach contact on behalf of and in support of client and family members. Work also involves participating in Veterans Department outreach, staff meetings, community groups and/or advisory councils. Supervision is received from the Veterans Services Officer or his designee, with work being reviewed in the form of reports, conferences and effectiveness of program services provided.

### EXAMPLES OF WORK PERFORMED

Oversees veterans' requests for financial benefits and support services; determine veteran eligibility and coordinate multiple services and benefits available to veterans at federal, state and county levels.

Assists veterans in completing applications and meeting eligibility requirements for veterans' benefits.

Administers the County Veterans' Aid Fund; determines eligibility and amount of assistance.

Acts as liaison between veterans and other service providers/agencies as needed.

Prepares and transmits required forms and letters; maintains case files; provides on-call services to veterans as needed; assists with routine clerical tasks as necessary.

Visits veterans and their dependents in care facilities, hospitals and private homes as appropriate to assist in the application process and collect signed forms and documentation.

Attends meetings of the Lancaster County Veterans Service Committee, veterans' organizations and the Nebraska County Veterans' Service Officers Association.

Prepare and transmit required forms and letters; maintain case files; provide on-call services to veterans as assigned; assist with routine filing and data input as needed.

Performs related work as required.

### DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the functions, programs and services provided by various community agencies as they pertain to the delivery of veterans' assistance services to target group members of Lancaster County.

Knowledge of the principles, practices and techniques of executing social service work and delivering programmatic services to target group members.

Knowledge of laws and regulations applicable to veterans' services and benefits.

Some knowledge of the sociological, behavioral and cultural factors influencing the behavior and attitudes of the specified target group to which assigned.

Some knowledge of automated client records management.

Ability to organize tasks and establish priorities in response to changing conditions and in emergencies.

Ability to establish and maintain effective working relationships and co-workers, clients and families in adverse circumstances, community agencies, service providers and the general public.

Ability to communicate effectively both orally and in writing including facilitating meetings and delivering presentations and reports.

Ability to maintain confidential client records.

Ability to perform general computer data entry on specific software used by Lancaster County.

Ability to apply and explain laws and regulations applicable to veterans' benefits.

#### MINIMUM QUALIFICATIONS

Graduation from high school or equivalent supplemented by college-level coursework in human or behavioral sciences, or other specialized training with six months of experience related to veterans assistance services; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

#### NECESSARY SPECIAL REQUIREMENT

Possession of a valid driver's license when operating a vehicle is necessary in the satisfactory performance of assigned duties.

Must be honorably discharged veteran who served on active duty in the armed forces of the United States during World War I, World War II, the Korean War, Vietnam War, Lebanon, Granada, Panama or the Persian Gulf War (dates as provided by Nebraska State Statute). DD Form 214 required.

Must have been a bona fide resident of the State of Nebraska continuously for at least the past one year immediately prior to assuming the position.

As per the qualifications set forth in State laws 80-401.01 and 80-410.

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